

## Exhibit 300: Capital Asset Plan and Business Case Summary

### Part I: Summary Information And Justification (All Capital Assets)

#### Section A: Overview (All Capital Assets)

1. **Date of Submission:** 2010-03-19 10:07:22
2. **Agency:** 016
3. **Bureau:** 00
4. **Name of this Investment:** Citizen Access Routing Enterprise through 2020 (CARE through 2020)
5. **Unique Project (Investment) Identifier:** 016-00-01-02-01-2139-00
6. **What kind of investment will this be in FY 2011?:** Mixed Life Cycle
  - Planning
  - Full Acquisition
  - Operations and Maintenance
  - Mixed Life Cycle
  - Multi-Agency Collaboration
7. **What was the first budget year this investment was submitted to OMB? \***
8. **Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap; this description may include links to relevant information which should include relevant GAO reports, and links to relevant findings of independent audits.**

CARE through 2020, a services contract, will replace two existing contracts which expire in FY2010: Call Center Network Solution and National 800 Number Network. It will provide interactive voice response automation and call center agent services via SSA's national toll free number. Approximately 80 million calls are placed to SSA's National 800 Number annually, with 30 million calls serviced by automation and 50 million by SSA agents. As the Baby Boomer generation ages, an increasing number of people will enter their most disability-prone years and begin to retire. This will increase the work load on Social Security's automation services, and Call Center agents. CARE through 2020 will handle the increase in call volumes currently beginning to occur and projected to continue over the life cycle of this investment, while at the same time striving to improve performance goals such as Average Speed of Answer and Agent Busy Rate. In an Issue Brief, the Social Security Advisory Board stated that "Members of the public should be given an opportunity to communicate with SSA in a way that best meets their needs (telephone, Internet, mail, office visit), and SSA should provide high quality service without regard to which component initially receives the contact, and without regard to the mode of contact chosen." For SSA's customers, telephone communication must continue to be a service delivery option via automation and Call Center agents. SSA's annual Service Satisfaction Survey provides a measurement of success in providing these service delivery methods to the public. CARE through 2020 will be an IP based network designed for future initiatives such as Web Callback, "Click to Talk", Web Collaboration, and Web Chat; providing claimants with additional methods for communicating with SSA. CARE through 2020 also includes an enhanced reporting system that incorporates data from multiple sources into a seamless report. Without CARE through 2020, SSA's National 800 Number, associated automation, and agent services will cease to exist. SSA local Field Offices would be the primary recipient of the 80+ million calls currently handled by SSA's National 800 Number automation and agent services. It is part of SSA's mission and an expectation that automation services and the option to speak with a Call Center agent will continue to exist into the foreseeable future, ensuring equal access to information for everyone.

  - a. **Provide here the date of any approved rebaselining within the past year, the date for the most recent (or planned) alternatives analysis for this investment, and whether this investment has a risk management plan and risk register.**

**9. Did the Agency’s Executive/Investment Committee approve this request? \***

a. If "yes," what was the date of this approval? \*

**10. Contact information of Program/Project Manager?**

- Name: \*
- Phone Number: \*
- Email: \*

**11. What project management qualifications does the Project Manager have? (per FAC-P/PM)? \***

- Project manager has been validated according to FAC-PMPM or DAWIA criteria as qualified for this investment.
- Project manager qualifications according to FAC-P/PM or DAWIA criteria is under review for this investment.
- Project manager assigned to investment, but does not meet requirements according to FAC-P/OM or DAWIA criteria.
- Project manager assigned but qualification status review has not yet started.
- No project manager has yet been assigned to this investment.

**12. If this investment is a financial management system, then please fill out the following as reported in the most recent financial systems inventory (FMSI):**

Financial management system name(s)	System acronym	Unique Project Identifier (UPI) number
*	*	*

**a. If this investment is a financial management system AND the investment is part of the core financial system then select the primary FFMIA compliance area that this investment addresses (choose only one): \***

- computer system security requirement;
- internal control system requirement;
- core financial system requirement according to FSIO standards;
- Federal accounting standard;
- U.S. Government Standard General Ledger at the Transaction Level;
- this is a core financial system, but does not address a FFMIA compliance area;
- Not a core financial system; does not need to comply with FFMIA

Section B: Summary of Funding (Budget Authority for Capital Assets)

**1.**

Table 1: SUMMARY OF FUNDING FOR PROJECT PHASES (REPORTED IN MILLIONS) (Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)									
	PY1 and earlier	PY 2009	CY 2010	BY 2011	BY+1 2012	BY+2 2013	BY+3 2014	BY+4 and beyond	Total
Planning:	*	*	*	*	*	*	*	*	*
Acquisition:	*	*	*	*	*	*	*	*	*
Subtotal Planning & Acquisition:	*	*	*	*	*	*	*	*	*
Operations & Maintenance:	*	*	*	*	*	*	*	*	*
Disposition Costs (optional):	*	*	*	*	*	*	*	*	*
<b>SUBTOTAL:</b>	*	*	*	*	*	*	*	*	*
<b>Government FTE Costs should not be included in the amounts provided above.</b>									
Government FTE Costs	*	*	*	*	*	*	*	*	*
Number of FTE represented by Costs:	*	*	*	*	*	*	*	*	*
<b>TOTAL(including FTE costs)</b>	*	*	*	*	*	*	*	*	*

**2. If the summary of funding has changed from the FY 2010 President’s Budget request, briefly explain those changes:**

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Section C: Acquisition/Contract Strategy (All Capital Assets)

1. **Table 1: Contracts/Task Orders Table**

Contract or Task Order Number	Type of Contract/ Task Order (In accordance with FAR Part 16)	Has the contract been awarded (Y/N)	If so what is the date of the award? If not, what is the planned award date?	Start date of Contract/ Task Order	End date of Contract/ Task Order	Total Value of Contract/ Task Order (M)	Is this an Interagency Acquisition? (Y/N)	Is it performance based? (Y/N)	Competitively awarded? (Y/N)	What, if any, alternative financing option is being used? (ESPC, UESC, EUL, N/A)	Is EVM in the contract? (Y/N)
NONE											

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

\*

3. Is there an acquisition plan which reflects the requirements of FAR Subpart 7.1 and has been approved in accordance with agency requirements? \*

a. If "yes," what is the date? \*

Section D: Performance Information (All Capital Assets)

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2009	Improve Our Retiree and Other Core Services	*	*	Percent of individuals who do business with SSA rating the overall service as excellent, very good, or good	FY2008 Actual - 81%	83%	81%
2010	Improve Our Retiree and Other Core Services	*	*	Percent of individuals who do business with SSA rating the overall service as excellent, very good, or good	FY2008 Actual - 81%	83.5%	FY2010 results will be available in FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Percent of individuals who do business with SSA rating the overall service as excellent, very good, or good	FY2008 Actual - 81%	83.5%	FY2011 results will be available in FY2012
2011	Improve Our Retiree and Other Core Services	*	*	Centralized and Integrated Reporting	FY2009 - three systems are used to access call center reporting	Integration of SSA call center reporting into one unified application to promote better data integrity. 100% of staff will use the new system. Staff includes managers, headquarters employees, Regional staff, and call center staff.	FY2011 results will be available in FY2012
2009	Improve Our Retiree and Other Core Services	*	*	Percentage of successful reconnects for Scheduled Voice Callback (SVC) application	FY2008 Actual - 93.8%	95%	95.6%
2010	Improve Our Retiree and Other Core Services	*	*	Percentage of successful reconnects for Scheduled Voice Callback (SVC) application	FY2008 Actual - 93.8%	95%	FY2010 results will be available in FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Percentage of successful reconnects for Scheduled Voice Callback (SVC)	FY2008 Actual - 93.8%	95%	FY2011 results will be available in FY2012

Table 1: Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
				application			
2009	Improve Our Retiree and Other Core Services	*	*	Stop the growth of caller abandons	FY2008 Actual - 22.8% abandons	21.8%	22.2%
2010	Improve Our Retiree and Other Core Services	*	*	Stop the growth of caller abandons	FY2008 Actual - 22.8% abandons	20.8%	FY2010 results will be available in FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Stop the growth of caller abandons	FY2008 Actual - 22.8% abandons	19.8%	FY2011 results will be available in FY2012
2009	Improve Our Retiree and Other Core Services	*	*	Maintain a high availability of Computer Telephony Integration (CTI) applications	FY2008 Actual - 99% availability	97% availability	Actual results pending
2010	Improve Our Retiree and Other Core Services	*	*	Maintain a high availability of Computer Telephony Integration (CTI) applications	FY2008 Actual - 99% availability	97% availability	FY2010 results will be available in FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Maintain a high availability of Computer Telephony (CT) applications	FY2008 Actual - 99% availability	97% availability	FY2011 results will be available in FY2012
2009	Improve Our Retiree and Other Core Services	*	*	Achieve the target busy rate for National 800 Number calls	FY2008 Actual - 10% Busy Rate	10% Busy Rate	8% Busy Rate
2010	Improve Our Retiree and Other Core Services	*	*	Achieve the target busy rate for National 800 Number calls	FY2008 Actual - 10% Busy Rate	8% Busy Rate	FY2010 results will be available in FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Achieve the target busy rate for National 800 Number calls	FY2008 Actual - 10% Busy Rate	7% Busy Rate	FY2011 results will be available in FY2012
2009	Improve Our Retiree and Other Core Services	*	*	Achieve the target speed in answering National 800 Number calls	FY2008 Actual - 326 seconds	330 seconds	245 seconds
2010	Improve Our Retiree and Other Core Services	*	*	Achieve the target speed in answering National 800 Number calls	FY2008 Actual - 326 seconds	269 seconds	FY2010 results will be available in FY2011
2011	Improve Our Retiree and Other Core Services	*	*	Achieve the target speed in answering National 800 Number calls	FY2008 Actual - 326 seconds	240 seconds	FY2011 results will be available in FY2012

**Part II: Planning, Acquisition And Performance Information**

Section A: Cost and Schedule Performance (All Capital Assets)

**1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline**

Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY08 - Acquisition Planning - draft SOW, acquisition vehicle, deployment method, budget planning, cost benefit analysis, systems procurement request	\$0.1	\$0.1	2007-10-01	2007-10-01	2008-06-30	2008-06-30	100.00%	100.00%
FY10 - CARE 2020 ITS	\$0.1	\$0.1	2009-10-01	2009-10-01	2010-09-30		99.00%	99.00%
FY10 - Undistributed Budget	\$32.6	\$0.0	2009-10-01	2009-10-01	2010-09-30		0.00%	0.00%
FY10 - Management	\$0.2	\$0.1	2009-10-01	2009-10-01	2010-09-30		50.00%	50.00%
FY10 - non-DCS support	\$0.0	\$0.0	2009-10-01	2009-10-01	2010-09-30		50.00%	50.00%
CARE 2020 FY11	*	*	2010-10-01		2011-09-30		0.00%	0.00%
CARE 2020 FY12	*	*	2011-10-01		2012-09-30		0.00%	0.00%
CARE 2020 FY13	*	*	2012-10-01		2013-09-30		0.00%	0.00%
CARE 2020 FY14	*	*	2013-10-01		2014-09-30		0.00%	0.00%
CARE 2020 FY15	*	*	2014-10-01		2015-09-30		0.00%	0.00%
CARE 2020 FY16	*	*	2015-10-01		2016-09-30		0.00%	0.00%
FY08 - Requirements - internal requirements review, pre award integration, preparation for phase one	\$0.0	\$0.0	2007-10-01	2007-10-01	2008-05-31	2008-05-31	100.00%	100.00%
CARE 2020 FY17	*	*	2016-10-01		2017-09-30		0.00%	0.00%
CARE 2020 FY18	*	*	2017-10-01		2018-09-30		0.00%	0.00%
CARE 2020 FY19	*	*	2018-10-01		2019-09-30		0.00%	0.00%

1. Comparison of Actual Work Completed and Actual Costs to Current Approved Baseline								
Description of Milestones	Planned Cost (\$M)	Actual Cost (\$M)	Planned Start Date	Actual Start Date	Planned Completion Date	Actual Completion Date	Planned Percent Complete	Actual Percent Complete
FY08 - Acquisition activities	\$0.0	\$0.0	2007-10-01	2007-10-01	2008-07-31	2008-07-31	100.00%	100.00%
FY08 - Contracting activities - OAG review of RFP, issue RFP, source selection preparation	\$0.0	\$0.0	2007-10-01	2007-10-01	2008-09-30	2008-09-30	100.00%	100.00%
FY09 - Contracting activities - offeror questions, review proposals, tech eval, cost eval, BAFO, prepare contract, CO signature	\$0.3	\$0.3	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - CARE 2020 ITS	\$0.1	\$0.1	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - Management	\$0.1	\$0.1	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY09 - non-DCS support	\$0.0	\$0.0	2008-10-01	2008-10-01	2009-09-30	2009-09-30	100.00%	100.00%
FY10 - Contracting Activities	\$0.4	\$0.2	2009-10-01	2009-10-01	2010-09-30		50.00%	50.00%

\* - Indicates data is redacted.